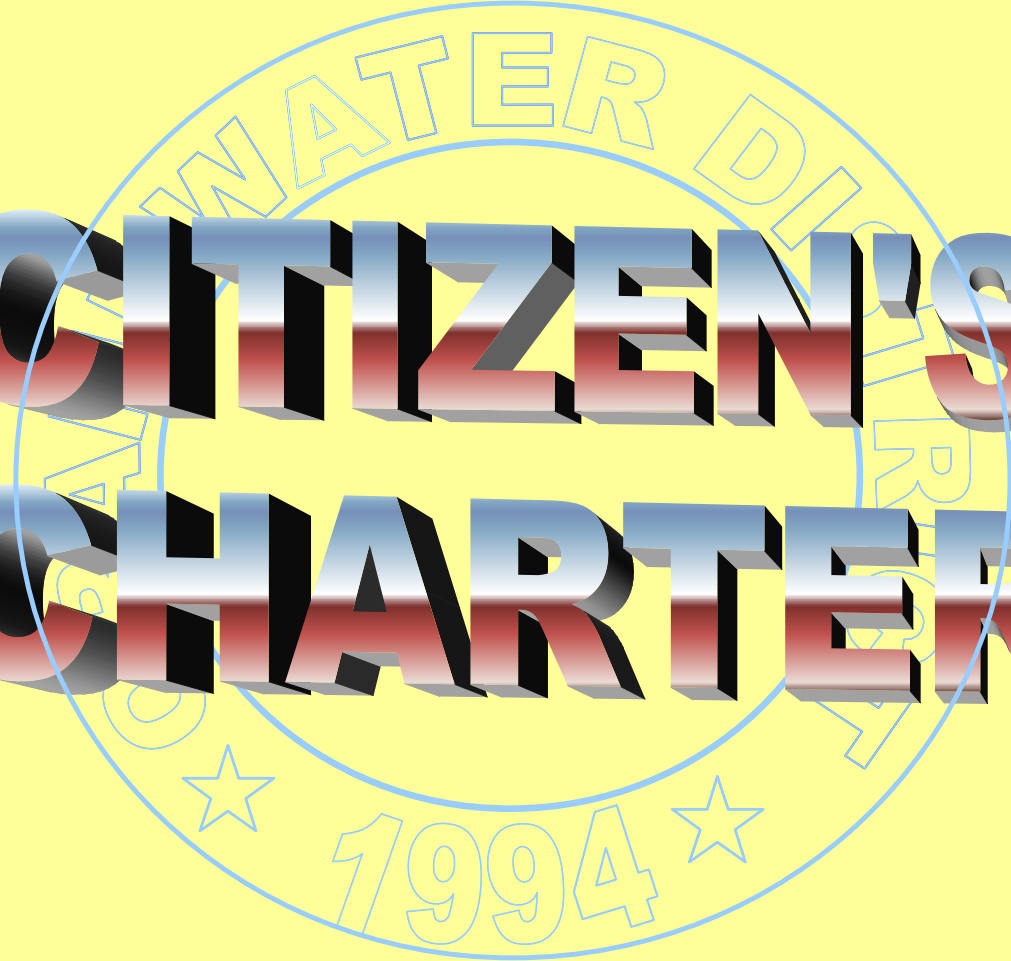


ORANI WATER DISTRICT

CITIZEN'S CHARTER



ORANI WATER DISTRICT

ORANI, BATAAN, PHILIPPINES

TEL./FAX NO. (+6347) 431-1262

WEBSITE: <http://www.oraniwater.com.ph>

E-MAIL: helpdesk@oraniwater.com.ph

VISION

POTABLE WATER SUPPLY & SANITATION
IN EVERY FAMILY HOME IN ORANI, SAMAL AND ABUCAY.

CULTURE

Here, in Orani Water District, we exist & live the **OWDEE WAY!**

Our outside publics and employees are a family... a Family dreaming of our continuing vision. A family whose members always work with sincerity to understand & help each other for a common cause as inspired by an ever diligent will to reach it... a dream that keeps on changing & rising and...

A family who keeps on challenging every member with respect to continue working on the understanding & achievement of this vision in order to bring about constant improvement in ourselves in the service of our publics graft-&-corruption free.

VALUE PROPOSITION

("OWDEE" Way)

"O" - *oneness with God in vision & leadership*

We shall forever be grateful for all the blessings and kindness we have received so that we may live with peace, happiness, contentment, harmony, good health, long lives, and prosperity to overcome any obstacle we may encounter in the pursuit of our mission.

"W" - *wholehearted respect for every individual*

We shall always maintain just social order and lasting peace by being cordial & modest in respecting the rights & needs of others.

"D" - *dedication for improvement & the common good*

We shall pool our abilities and strengths in mutual trust and full recognition of individual talents & decisions in improving our personal and official performances, even in adversity to accomplish our shared objective of sustained rapid inclusive growth

"E" - *exceptional integrity & governance*

We shall be transparent, fair, honest & accountable in all our business dealings and personal conduct, always making balanced judgments free of pre-conceptions.

"E" - *excellence in cultural & environmental preservation*

We shall abide by the laws of nature in our environment to maintain its integrity, promote sustainable utilization & mitigate climate change in order to bring about steady progress & success in our endeavors.

MISSION

We will provide ample potable water supply & sanitation in every family home, particularly, at the most of our extent, of the under privileged, in bringing about inclusive development in Orani, Samal & Abucay, while offering superior growth opportunities to our employees & protection for the environment through different technological applications under sustainable expanding company business conditions, the "OWDEE Way".

CREED

In full awareness of our responsibilities as a Waterdistrict, we are devoting ourselves to the progress and development of the towns of Orani, Samal & Abucay and the well-being of their people, thereby contributing to the growth of our province, nation & mankind.

SERVICE PLEDGE

We pledge to work together for continuous improvement of our personal performances and of the Waterdistrict, through selfless devotion to our responsibilities in the spirit of mutual trust and confidence.

MOTTO

“We exist & live the **OWDEE WAY!** “

LIST OF FRONTLINE SERVICES

- + Processing/ installation of new water service connection;
- + Processing/ installation of water service re-connection;
- + Processing/ relocation of water meter; transfer of service line;
- + Calibrating of water meter;
- + Water check-up;
- + Meter check-up;
- + Repairing of meter leak, main line leak, service line leak;
- + Service line check-up;
- + Bacteriological testing of water sample;
- + Processing/ repairing distribution main line leak/ service line leak;
- + Processing/ collection of water consumption payment.

STEP-BY-STEP PROCEDURES/ REQUIREMENTS IN THE AVAILMENT OF WATERDISTRICT SERVICES

I- PROCESSING / INSTALLATION OF NEW WATER SERVICE CONNECTION

Schedule of Availability of Service.

Monday – Friday

8:00 am~5:00 pm (No Noon Break)

Who may avail of the Service?



Those who want to have a water service connection.

Document/s to be presented by the Applicant.

1. Digital picture of the applicant (not representative), must be taken at the office to be included in his/her ledger and Water District database.

2. In case the request for service connection will require cement or concrete cutting, the applicant is required to notify the Barangay Office of the area using the given form.
3. In case the service line application needs to be tapped from the meter stand of the existing client, the requester should get a **written authorization** from him/her using the given form.
4. In case of service installation in a subdivision area, the applicant is required to present a **clearance** from the office of the subdivision or developer.

Time Duration to Conclude the Process.

-  Without Unusual Circumstances : Maximum of 48 hours and 17 minutes.
-  Allowable period for Extension if with Unusual Circumstances beyond the Control of the District : Maximum of 72 hours

HOW TO AVAIL OF THE SERVICE : (New Water Service Connection)

PROCESS FLOW	ACTIVITIES		PROCESSING TIME	RESPONSIBLE PERSON/ POSITION	REQUIREMENTS
<pre> graph TD START([START]) --> A[SERVICE CONNECTION APPLICATION DOCUMENTATION] A --> B[EVALUATION OF DISTRICT SERVICE LINE AND ASSESSMENT OF FEES, CHARGES AND MATERIALS] B --> C{1} </pre>	<p>STEP 1</p> <p>STEP 2</p> <p>STEP 3</p>	<p>Proceed to Orani Water District Office and look for the Customer Services Assistant in-charge at the first floor (front desk).</p> <p>Our Customer Services Assistant requests all needed personal information from you including the sketch going to your residence/ location as well as your contact number.</p> <p>Wait for our Representative to conduct an inspection and evaluation in your place whether water mains are available as well as to estimate the costs to be incurred in the installation of your service connection.</p>	<p>3 minutes</p> <p>A day after the application (inspection time: 5-10 minutes)</p>	<p>Utilities/ Customer Service Assistant A</p> <p>Utilities/ Customer Service Assistant A</p> <p>Maintenance Group Team Leader</p>	<p>1. Payment of the required fees and charges:</p> <p style="padding-left: 40px;">Application Fee - P 250.00</p> <p style="padding-left: 40px;">Service Connection Fee - 2,250.00</p> <p>2. Payment of the cost of the needed materials based on actual estimate.</p> <p>3. Payment of additional charges if the following services are undertaken: <i>(Please see next page)</i></p>

Continuation: ADDITIONAL PAYMENT FOR
ADDITIONAL WORK (#3)

For Subdivision Only

Subdivision Policy fee per lot

- 1. Residential 1,000.00
- 2. Commercial 3,000.00

4. Other requirements (when necessary):

In case your request for service connection will require cement or concrete cutting, you are required to notify the Barangay office of the area using the given form.

In case your service line needs to be tapped to an existing line of the client, you should get a **written authorization** from the owner using the given form.

However, in case of service installation in a subdivision area, you are required to present a **clearance** from the office of the subdivision or developer.

II- PROCESSING/ INSTALLATION OF WATER SERVICE RE-CONNECTION

Schedule of Availability of Service.

Monday – Friday

8:00 am~5:00 pm (No Noon Break)

Who may avail of the Service?

Those who want to have their water service re-connected.

Document/s to be presented by the Client.

1. Digital picture of the client.

2. Presentation of any legally accepted identification (ID) with picture and signature of the client.


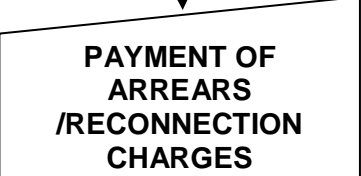
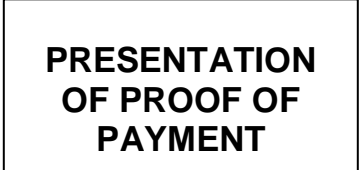
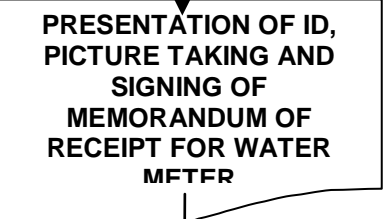
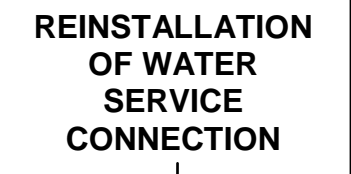

Time Duration to Conclude the Process.

+ Without Unusual Circumstances : Maximum of 12 hours and 5 minutes.

+ Allowable period for Extension
if with Unusual Circumstances

beyond the Control of the District : Maximum 24 hours

HOW TO AVAIL OF THE SERVICE : (Water Service Reconnection)

PROCESS FLOW	ACTIVITIES		PROCESSING TIME	RESPONSIBLE PERSON/ POSITION	REQUIREMENTS
	STEP 1	Proceed to Orani Water District Office and look for the Customer Services Assistant in-charge at the first floor (front desk).		Utilities/ Customer Service Assistant A	Before the reconnection of water service shall be undertaken, the client shall first settle the following fees and charges to wit:
	STEP 2	Settle your account, if any plus the necessary reconnection charges.	2 minutes	Cashiering Assistant	1. <u>Closing Bill</u> - this represents all unpaid water bills which triggered disconnection of service, PLUS the unbilled consumption from the last meter reading date, up to the time of disconnection.
	STEP 3	Present your Official Receipt (OR) to our Customer Services Assistant.	1 minute	Utilities/ Customer Service Assistant A	2. <u>Re-connection Fee</u> -
	STEP 4	Present legally accepted ID to CSA. Allow for a photo shot and sign Memorandum of Receipt (MR) for water meter. Customer must have own copy.	2 minutes	Utilities/ Customer Service Assistant A	If reconnection is applied and paid within five (5) days (working days) from disconnection date ===== P 55.00
	STEP 5	Our Technical Division/ Maintenance Team reinstalls your water service connection.	Within the day after the payment of arrears, reconnection charges & materials (if any)	Maintenance Group Team Leader	If reconnection is made beyond five (5) days (working days) from disconnection date ===== P220.00
					

III- PROCESSING/ RELOCATION OF WATER METER/ SERVICE LINE

Schedule of Availability of Service.

Monday – Friday

8:00 am~5:00 pm (No noon break)

Who may avail of the Service?

Those who want to have their water meter/ service line to be relocated.

Document/s to be presented by the Client.

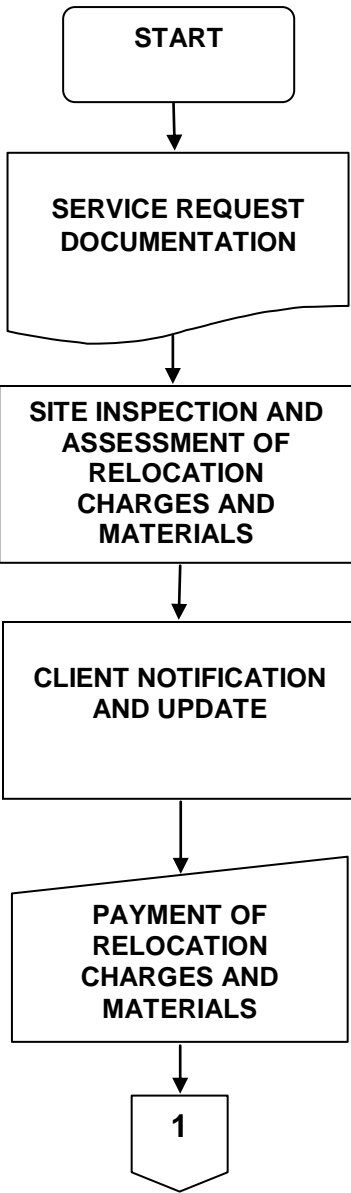
- 1.Presentation of any legally accepted identification (ID) with picture and signature of the client.
- 2.If the request is sent through a representative, a written request of the client with ID must be presented.

3. In case the water meter/ service line needs to be relocated/ tapped from the existing line of another client, the requester should submit a written authorization from him/her using the given form.

Time Duration to Conclude the Process.

- ✚ Without Unusual Circumstances : Maximum of 24 hours and 10 minutes.
- ✚ Allowable period for Extension
if with Unusual Circumstances
beyond the Control of the District : Maximum 48 hours

HOW TO AVAIL OF A SERVICE REQUEST FOR : (Transfer of Service Line/ Relocation of Water Meter)

PROCESS FLOW	ACTIVITIES	PROCESSING TIME	RESPONSIBLE PERSON/ POSITION	REQUIREMENTS
 <pre> graph TD START([START]) --> SRD[SERVICE REQUEST DOCUMENTATION] SRD --> SIA[SITE INSPECTION AND ASSESSMENT OF RELOCATION CHARGES AND MATERIALS] SIA --> CNU[CLIENT NOTIFICATION AND UPDATE] CNU --> PRCM[PAYMENT OF RELOCATION CHARGES AND MATERIALS] PRCM --> 1{{1}} </pre>	<p>STEP 1 Proceed to Orani Water District Office and look for the Customer Services Assistant in-charge at the first floor (front desk).</p> <p>STEP 2 Present legally accepted ID to CSA. (NOTE: If the request is sent through a representative, a written request of the client with ID must be presented.) Our Customer Services Assistant requests all needed personal information from you including the sketch going to your residence/ location as well as your contact number.</p> <p>STEP 3 Wait for our Representative to conduct an inspection on the proposed place of relocation and to estimate the costs to be incurred in accomplishing the said service request.</p> <p>STEP 4 Our Customer Services Assistant calls you the following day after the inspection to inform you of the corresponding relocation charges and materials to be paid.</p> <p>STEP 5 Proceed to our Cashiering Office for the payment of the necessary relocation charges and materials.</p>	<p>2 minutes</p> <p>A day after the filing of request</p> <p>Within the day after inspection</p> <p>2 minutes</p>	<p>Utilities/ Customer Service Assistant A</p> <p>Utilities/ Customer Service Assistant A</p> <p>Maintenance Group Team Leader</p> <p>Utilities/ Customer Service Assistant A</p> <p>Cashiering Assistant</p>	<p><i>All costs related to the transfer of service line/ relocation of water meter shall be for the account of the requesting client.</i></p> <p>Before any service request for the relocation of water meter or service line is undertaken, <u>the client shall pay first the necessary relocation charges and cost of the materials to be used.</u></p>

IV~ PROCESSING REQUEST FOR:

- *CALIBRATION OF WATER METER;**
- *METER CHECK~UP ;**
- *SERVICE LINE CHECK~UP;**
- *REPAIR OF METER LEAK, MAIN LINE LEAK & SERVICE LINE LEAK;**
- *BACTERIOLOGICAL TESTING OF WATER SAMPLE**

Schedule of Availability of Service.

Monday – Friday

8:00 am~5:00 pm (No noon break)

Who may avail of the Service?

Water District clients who want to:

- a. Have their water meter to be calibrated if they are doubtful of the accuracy of their water billing/ consumption or if they are suspicious of water meter malfunction.

- b. Have their service line and water meter to be checked if they are suspicious of the occurrence of a service line leak and/or water meter leak or if they have encountered low water pressure.
- c. Have their water meter/ service line/ main line to be repaired if any of these was found to be defective/ faulty/ not functioning.
- d. Have their water sample to be tested if they are doubtful of its cleanliness/ proper sanitation.


Document/s to be presented by the Client.

NONE

Time Duration to Conclude the Process.

 *Without Unusual Circumstances*

~ Maximum of 24 hours (for each type of service request to be done).

 Bacti- Test request will be forwarded to the Municipal Health Office for the necessary laboratory testing to be done. Upon arrival of the result, our office will immediately inform the client of its result.

**HOW TO AVAIL FOR A SERVICE REQUEST FOR : (Water Check-Up) (Meter Check-Up) (Service Line Check-Up)
(Meter Calibration) (Repair of Meter Leak) (Bacteriological Testing of Water Sample)**

PROCESS FLOW	ACTIVITIES	PROCESSING TIME	RESPONSIBLE PERSON/ POSITION	REQUIREMENTS
<pre> graph TD START([START]) --> S1[SERVICE REQUEST DOCUMENTATION] S1 --> S2[SITE INSPECTION / CONDUCT OF PRELIMINARY MAINTENANCE WORKS] S2 --> S3[CLIENT NOTIFICATION AND UPDATE] S3 --> S4[ACCOMPLISHMENT OF THE NECESSARY SERVICE/ MAINTENANCE JOB] S4 --> END([END]) </pre>	<p>STEP 1 Proceed to Orani Water District Office and look for the Customer Services Assistant in-charge at the first floor (Help Desk).</p> <p>STEP 2 Our Customer Services Assistant requests the details of your concerns/ needs.</p> <p>STEP 3 Wait for our Representative to conduct an inspection in your place and perform the necessary preliminary maintenance works.</p> <p>STEP 4 Our Customer Services Assistant calls you the following day after the inspection and/ or conduct of the preliminary maintenance job to inform you of the status/ development of your request.</p> <p>STEP 5 Our Customer Services Assistant releases your approved Service Order to our Technical Division/ Maintenance Team for the accomplishment of the necessary service/ works.</p>	<p>3 minutes</p> <p>Immediately, maximum is 3 minutes after the filing of request</p> <p>5-15 mins. within the day or after the inspection</p> <p>NOTE: Bacti- Test request will be forwarded to the Mun. Health Office for testing. Upon arrival of the result, our office will inform you immediately.</p>	<p>Utilities/ Customer Service Assistant A</p> <p>Utilities/ Customer Service Assistant A</p> <p>Maintenance Group Team Leader</p> <p>Utilities/ Customer Service Assistant A</p> <p>Utilities/ Customer Service Assistant A / Mun. Health Office (for Bacti- Test)</p>	<p><i>All costs related to water check up, meter check-up, service line check-up (before the meter), repair of meter leak and bacteriological testing shall be for the account of the District.</i></p> <p>FOR METER CALIBRATION REQUEST:</p> <p>The requesting client shall pay the amount of P150.00 as calibration fee if after the calibration, the meter was found not defective.</p>

V~ PROCESSING/ REPAIRING OF MAIN LINE LEAK/ SERVICE LINE LEAK

Schedule of Availability of Service.

Monday – Friday

(8:00 am~5:00 pm (No noon break))

Who may avail of the Service?

Those concessionaires of the District who are concerned about any damaged/broken main line/service line of the District for its immediate repair.

Document/s to be presented by the Client.

NONE

Time Duration to Conclude the Process.

- ✚ Depends on the nature or type of the maintenance work to be done. However, all reported cases concerning the above, are being immediately responded by the management within minutes upon receipt of the report.

HOW TO REPORT LEAK

: (Distribution Main Line Leak/ Service Line Leak)

PROCESS FLOW	ACTIVITIES		PROCESSING TIME	RESPONSIBLE PERSON/ POSITION	REQUIREMENTS
<pre> graph TD START([START]) --> SR[SERVICE REQUEST REPORTING AND DOCUMENTATION] SR --> MSRA[MAINTENANCE SERVICE REQUEST ACCOMPLISHMENT] MSRA --> END([END]) </pre>	STEP 1	Proceed to Orani Water District Office and look for the Customer Services Assistant in-charge at the first floor (front desk).	2 minutes	Utilities/ Customer Service Assistant A	Complete/ informative report.
STEP 2	Our Customer Services Assistant requests the details of your concerns/ report.	Immediately after the report	Utilities/ Customer Service Assistant A		
STEP 3	Our Customer Services Assistant releases your approved Maintenance Service Order to our Technical Division/ Maintenance Team for implementation	Within 2-4 hours after the report	Maintenance Group Team Leader		

VI- PROCESSING/ COLLECTION OF WATER CONSUMPTION PAYMENT



WHO MAY AVAIL OF THE SERVICE?

Those Water District clients whose water bills are due or soon to become due.

DOCUMENT/S TO BE PRESENTED BY THE CLIENT.

NONE or Water Bill/ Statement of Account

TIME DURATION TO CONCLUDE THE PROCESS

-  Without Unusual Circumstances : Maximum of 1-2 minutes per client
-  Allowable period for Extension
if with Unusual Circumstances
beyond the Control of the District;
i.e, power interruption. : Maximum of 5-10 minutes

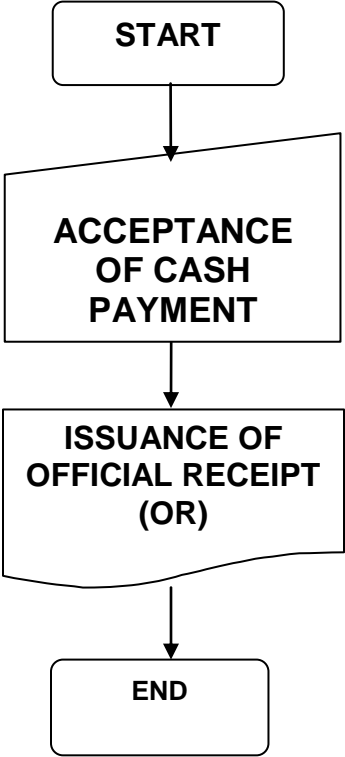
WHERE, WHEN AND HOW TO PAY YOUR WATER BILLS

Where : At the office of the Orani Water District located at Centro Uno, Orani, Bataan or for uplands Barangays, to our Field Collector.

When : On or before the due date indicated on your bill or not more than 15 days from receipt of your bill or reading date, to avoid penalty. Our office is open from 8:00 am~5:00 pm (No noon break), Mondays to Fridays and 8:00 am to 12 noon, during Saturdays.

How : Follow the procedures as detailed below.

PROCEDURES ON HOW TO PAY YOUR WATER BILL

PROCESS FLOW	ACTIVITIES		PROCESSING TIME	RESPONSIBLE PERSON/ POSITION	REQUIREMENTS
 <pre> graph TD START([START]) --> PAYMENT[ACCEPTANCE OF CASH PAYMENT] PAYMENT --> RECEIPT[ISSUANCE OF OFFICIAL RECEIPT (OR)] RECEIPT --> END([END]) </pre>	<p>STEP 1</p> <p>STEP 2</p> <p>STEP 3</p>	<p>Proceed to Orani Water District Cashiering Office. <i>If there's a queue of customers waiting ahead of you, get in the line and wait for your turn to be called.</i></p> <p>Present your water bill to our Cashier and give the corresponding cash payment.</p> <p>Wait for the Official Receipt to be issued to you by our Cashier.</p> <p>NOTE: Please keep your Official Receipt (OR) as proof of your payment.</p>	<p>1 minute</p> <p>1-2 minutes</p>	<p>Cashiering Assistant</p> <p>Cashiering Assistant</p> <p>Cashiering Assistant</p>	<p>Bring your water bill and the corresponding cash for payment.</p>

FEEDBACK AND REDRESS MECHANISM

To our Valued Clients:

We, in the **ORANI WATER DISTRICT MANAGEMENT** are continuously trying to improve our **SERVICE DELIVERY** and **CLIENT SATISFACTION**. For that reason, we feel it is important that we receive inputs from you, our clients. Please let us know how we have served you by doing any of the following:

- ✚ Fill out our “Client Satisfaction Questionnaire/ Survey Form” available in front of the Water District Cashier’s Booth. Please complete the survey form clearly and briefly and drop it in the “Suggestion Box”. Your responses will help us make improvements and better address your wishes and feedbacks. This collection of information is voluntary and all replies will be held confidential and will not be shared with anyone. If you wish to remain anonymous, do not fill in your name or organization.
- ✚ Accomplish our “Feedback Form” available in front of the Water District Cashier’s Booth or send your feedback through:
 - EMAIL - benni@oraniwater.com.ph
 - YM - oraniwater__helpdesk@yahoo.com
 - MAIL - Orani Water District, Centro Uno, Orani, Bataan
 - FAX - (047) 431-12-62
- ✚ Visit our **Oraniwater Online HelpDesk** available from 8:00 am to 5:00 pm, Monday to Friday only or you may log on at our official website, www.oraniwater.com.ph.

THANK YOU for helping us continuously improves our services.

“The Orani WATERDISTRICT Management”

FEEDBACK FORM

(PANANAW O PUNA)

Please let us know how we have served you. You may use this form for compliments, complaints, or suggestions. Simply check the corresponding box. *Ipaalam po ninyo sa amin kung paano namin kayo napaglingkuran. Maaaring gamitin ito para sa papuri, reklamo, o mungkahi. Mangyaring l-tsek lamang ang kahong naaayon.*

COMPLIMENT

(Papuri)

COMPLAINT

(Reklamo)

SUGGESTION

(Mungkahi)

Person(s)/Unit/Office Concerned or Involved: _____

(Mga) tao/pangkat/tanggapan na may kinalaman sa papuri, reklamo, o mungkahi)

Facts or Details Surrounding the Incident:

(Kaganapan o detalyeng bumabalot sa pangyayari)

(Please use additional sheet/s if necessary)

(Mangyaring gumamit ng karagdagang papel kung kinakailangan)

Recommendation(s)/Suggestion(s)/Desired Action from our Office

(Rekomendasyon/Mungkahi/Nais na aksiyon mula sa aming tanggapan)

(Please use additional sheet/s if necessary)

(Mangyaring gumamit ng karagdagang papel kung kinakailangan)

Name [OPTIONAL]: _____ Office/Agency: _____

(Pangalan)

(Tanggapan/Ahensya)

Address: _____ Contact Number(s) (if any): _____

(Tirahan)

(Telepono)

Email Address (if any) _____ Signature: _____ Date: _____

(Lagda)

(Petsa)

ANTI-FIXER CAMPAIGN

The Anti-Red Tape Law (R.A. 9485) imposes stiff penalties on Fixers: Imprisonment of as long as six years, or a fine of up to P200,000.00, or both.

Labanan ang Fixers!

Report the name of the fixer including the name of the employee involved plus the date and type of the transaction through the following means:

- EMAIL ~ benni@oraniwater.com.ph
- YM ~ oraniwater_helpdesk@yahoo.com
- MAIL ~ Orani Water District, Centro Uno, Orani, Bataan
- FAX ~ (047) 431-12-62

FIX THE FIXERS!